

Job Opportunity

Commission on Teacher Credentialing

Ensuring high quality educators for California's diverse students, schools and communities



IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

PENDING HUMAN RESOURCE APPROVAL AND TERMS OF THE HIRING FREEZE

STAFF SERVICES ANALYST WILL CONSIDER MANAGEMENT SERVICES TECHNICIAN

Salary:	\$2,817 - \$4,446	Work Hours:	8:00 a.m. – 5:00 p.m.
Tenure/Time base:	Permanent/Fulltime	Final Filing Date:	May 16, 2011
Contact:	Ashim Gardner (916)324-3937 agardner@ctc.ca.gov	Office/Location:	Commission on Teacher Credentialing Technology, Operations and Support Branch 1900 Capitol Avenue Sacramento, CA 95811-4213

Under general supervision of the Staff Services Manager I in the Technology and Operational Support Branch (TOSB) within the Certification, Assignment, and Waivers Division (CAW), the Staff Services Analyst performs the following:

DUTIES:

- **Technical Expert:** Serves as technical expert to maintain, enhance, and upgrade the conversion of microfilm life credential records for the Commission. Analyzes requests to convert credential documentation contained in microfiche jackets into the Siebel System by reviewing the detailed credential records of educators on microfiche reader and Digital Fiche software. Determines appropriate credential(s) and ancillary authorizations to be converted into the automated Credentialing Automated System Enterprise (CASE)/Siebel system. Enters data into CASE/Siebel in order to establish a permanent automated record for the educator. Processes requests to convert records into the automated system specifically for the automated issuance of a State Educator Identification numbers (SEIDs). Independently or with the assistance of other Division Subject Matter Experts, resolves automated system issues related to conversion and SEID requests. Works with the Division of Professional Practices (DPP) staff on requests that involve revoked licenses and/or DPP flags.
- **Trainer/Subject Matter Expert:** Serves as Trainer and Subject Matter Expert (SME) on interpretation of statutory and regulatory rules that govern the credential system from the 1960's to 1989. Researches historical credentialing information in order to resolves the most obscure and complex conversions. Train staff on conversion tasks; issuance of State Education Identification numbers (SEID); and the use of microfiche jacket retrieval and reader, and Digital Fiche software in order to view an educator's historical documentation. Test conversion and SEID processes during CASE/Siebel enhancements/upgrades to ensure that the processes retain their full functionality. Continue to learn more about historical credentialing information
- **Corrections:** Responsible for analyzing and correcting Social Security Number discrepancies for files with multiple or incorrect numbers, correcting errors made during prior conversions of files, and making corrections required as a result of automation issues. Handles the most sensitive employer or controlled correspondence requests.
- **Communications:** Originates responses to email, correspondence and telephone inquiries from employers and educators related to teacher life credential documents needing to be converted and requests for SEIDs requiring a conversion. Prioritizes work giving urgency to requests directly related to employment. Communicate with Commission staff as necessary to provide updates related to the Conversion and SEID processes.

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

DESIRABLE QUALIFICATIONS:

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.
- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals.
- **Dependable** – is punctual, reliable, and maintains good attendance.
- **Flexible** - Be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is Required.

WHO MAY APPLY:

Individuals who possess the desirable qualifications listed above, and are currently at the Staff Services Analyst or the Management Services Technician classification or who have list, transfer, or reinstatement eligibility to the above classes may apply. Appointment is subject to the State restriction of Appointment (SROA).

THIS VACANCY IS SUBJECT TO THE TERMS OF THE CURRENT HIRING FREEZE WHICH EXCLUDES THE HIRING OF PERSONS NOT CURRENTLY EMPLOYED WITH THE STATE AND INTERDEPARTMENTAL TRANSFERS. ALL APPLICATIONS SUBMITTED WILL BE REVIEWED, HOWEVER ANY EMPLOYMENT OFFER WILL BE SUBJECT TO THE HIRING FREEZE RESTRICTIONS UNLESS AN EXEMPTION IS GRANTED OR THE GOVERNOR'S HIRING FREEZE DIRECTIVE IS LIFTED.

IMPORTANT NOTE:

Interested applicants must submit a State Application form, STD 678 to Ashim Gardner, 1900 Capitol Avenue, Sacramento, CA 95811-4213 postmarked no later than the final filing date. Emailed or faxed applications will not be accepted. All applicants must clearly indicate the basis of their eligibility (*i.e.*, *SROA*, *surplus*, *reemployment*, *reinstatement*, *transfer*, or *list eligibility*) and write "RPA No. 11-050" on the application. Minimum qualifications will be verified prior to hire. Candidates who took the online Life Experience Questionnaire based on a 4 year degree or college credits must submit a copy of their official transcripts or degree with their application (original documents must be shown upon hire). The applications will be screened and only the most qualified applicants will be invited for an interview.